NETWORK MANAGER REPORT

APRIL 2005

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

April proved to be a productive month. New staff members are welcome additions to the team and are certainly an asset to our partnership and the eGovernment initiative. The trend of a very active project queue during the second and third quarter has been proven this year, giving cause to believe that we will exceed our development goals for 2005.

Highlights during the month were:

- The recognition of the Pioneer Award is particularly gratifying this year as Alabama was the only state government to receive an award.

- The Real Estate Appraisers Board has approached us about providing online license renewal. We have completed preliminary analysis of the service and have begun development of specifications.

- As the May release of V.3 of alabama.gov is nearing, we are putting finishing touches on the portal and including new features including a user survey, screen-savers and the community services map.

- More than 8,650 online income tax extensions were completed between April 1 and May 4, 2005.

- The Alabama Department of Conservation and Natural Resources has expressed interest in a State Parks Online Store. This store will likely be combined with the current Outdoor Alabama store for the user, but will offer inventory management and fulfillment, separately for the individual divisions.

- The Department of Conservation and Natural Resources has requested a partnership for development of boat registrations and renewals. Department staff are reviewing policies and practices in relation to the project and hope to offer a production, online and point-of-sale version to probate courts in early 2006.

- The State Personnel Department has requested information regarding a web-IVR system enabling users to check their status on the state job register.

- The Alabama Board of Public Accountancy has reviewed and approved functional specifications and is ready to proceed with online renewals. We expect to make the service available in mid-August of 2005.

- In partnership with ISD, we are working to develop an implementation plan for the Ethics Commission, filing Statements of Economic Interest.

- The first quarter for electronic payment of Unemployment Filings closed with more than 1,700 online payments, accounting for $5,964,247.32 in statutory revenue.

- The Department of Public Health's online payment services for CHIP and Home and Community Health divisions have both been approved and specifications have been created. These services are expected to go live in May 2005.

Marketing

A press release regarding the Pioneer Award was released on April 29, 2005. We expect wide coverage of this good news in the coming weeks.

The marketing team has begun development of an alabama.gov newsletter. The newsletter will be a quarterly issue, highlighting new services, an alabama.gov featured area, tips and hints for using online services, etc. The first issue is in layout and a content outline, including planning summer vacations online, etc.

As the Best of the Web and NASCIO award nomination forms are due on June 1, the marketing team has been developing materials for use in the nomination forms. Our goal this year is to receive a top-five ranking in Best of the Web and recognition from NASCIO.

As part of the alabama.gov version 3.0 development, Alabama Interactive has begun preliminary work on the marketing materials that will be associated with the newest version of the portal. These materials will be distributed to schools, libraries and state agencies and will cover the many uses and features of the alabama.gov portal.

Development

The Department of Public Health has requested two merchant services applications to support online payments. These applications are currently in the development phase.

The Department of Public Safety has requested an investigation into the feasibility of interfacing with their reinstatement application to provide merchant services capabilities. This project is in the technical requirements gathering phase as we outline communication procedures.

The Board of Nursing has asked us to look at a new application that would allow Alabama nurses to apply for an advanced practice license online. This application is in the technical requirements gathering phase as we design a new extract interface for all of their applications including this one. The extract interface has been designed and is undergoing review by the Board of Nursing and Alabama Interactive. The application would allow for clinical nurse specialists and registered nurse anesthetists to apply for their Alabama license online.

The Department of Conservation and Natural Resources has requested a modification to the Point of Sale licensing system to support the Marine Resources Division. At the request of DCNR, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types. The update to this application also includes a new search module which will enhance the ability of users to search for the license information they need. Currently the search application is undergoing user acceptance testing while additional business requirements are being gathered for the Point of Sale system.

The Board of Social Worker Examiners has requested an application to support license renewal. The application presentation layer and middle tier began development in December. During the User Acceptance phase a few additional changes were requested that we are currently completing.

The Real Estate Commission has requested a new application to give their users the ability to change their address, email, and home phone information online. This application will interface with all new applications allowing the agency to maintain current information on their constituents. This application is currently in the development phase.

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application will allow HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service will allow taxpayers to file a request for income tax extension.	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is under development	May 2005
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/ decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005.

Alabama Homebuilders Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is in pre-project planning	October 2005
Alabama Board of Registration for Foresters	License Renewal	This application will allow licensed foresters to renew their license online.	This application is in the pre-project planning phase	July 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is in the pre-project planning phase.	August 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in the pre-project planning phase.	August 20005
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's to renew their license online	This application is in the pre-project planning phase	August 2005
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application will allow payment of CHIP premiums by credit card.	This application is in the pre-project planning phase	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in development.	May 2005
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	October 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2005

Alabama Real Estate Commission	Transfer and Change of Information	This application allows for the changing or updating of addresses and personal information and transfer of license.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Real Estate Commission	Continuing Education Course Renewal	This service will allow renewal courses for continuing education credit.	This application is in the pre-project planning phase.	June 2005
Alabama State Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is in the planning phase.	October 2005

SERVICE REQUESTS

No new service requests for April.

MONTH IN REVIEW

Total March AI Network Transactions: 198,563

Average Successful Request per Day: 6,619

Total March alabama.gov Visitors: 305,273

Total March alabama.gov Page Views: 1,216,962

Total March alabama.gov Chats or Offline Messages from Live Help: 570

OPERATIONS & ADMINISTRATION

Bank of America has changed electronic processing services, switching from eStores to CyberSource. We have completed testing and conversion of some applications to the CyberSource system and expect improvements in our processes with Bank of America.

OTHER BUSINESS/IN CLOSING

We have begun the second quarter or 2005 on exceptional footing. The addition of new staff, an ever-growing project queue, and the more-impressive news of being the only state government Pioneer Award are encouraging signs for the rest of the year.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis